



# FAMILY FIRST SAFETY PLAN

A Commitment to Volunteer Safety and Wellbeing

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# What is the FAMILY FIRST SAFETY PLAN?

A comprehensive plan to prepare and manage the family members of first responders during the initial 72 hours of an emergency activation

# Why the need for the FAMILY FIRST SAFETY PLAN?

Not far into the recruitment process  
we came across a consistent concern  
voiced by many potential volunteers  
we approached.

# Why the need for the FAMILY FIRST SAFETY PLAN?

This was a concern for the provision of care for family members, if and when the volunteer was activated for service during a public health crisis.

# Why the need for the FAMILY FIRST SAFETY PLAN?

The general consensus from the potential volunteer body is that they are willing to contribute their time to the Medical Reserve Corps if they knew that their families were cared for.

# Introduction of the FAMILY FIRST SAFETY PLAN

A customer service based model aimed  
to increase the Medical Reserve  
Corps level of commitment and care  
to the volunteer.

# Introduction of the FAMILY FIRST SAFETY PLAN

The MRC not only values the volunteer's direct contribution to the community but also preferentially values the health and welfare of the volunteers family during a time of emergency activation.

# Volunteer Relationship Management and the FAMILY FIRST SAFETY PLAN

Helping to guide our MRC Volunteer  
community to care for others during times  
of need...

BUT

not before having assisted our volunteers  
to planned and guided their own family in  
the process of disaster preparation.



# Volunteer Relationship Management

A comprehensive management approach for  
Creating, Maintaining and Expanding  
Volunteer relationships.



# Volunteer Relationship Management and the FAMILY FIRST SAFETY PLAN

Creating an initial bond of mutual  
commitment and synergy between the  
MRC and the Volunteer.

# Volunteer Relationship Management and the FAMILY FIRST SAFETY PLAN

Maintaining a connected and  
“on going” quality bond between  
the volunteer and the health  
and welfare of their family.

# Volunteer Relationship Management and the FAMILY FIRST SAFETY PLAN

Expanding the MRC umbrella of care by the equal investment and concern for:

- the Volunteer
- the Volunteer's family
- The community- promoting that our Volunteer families care for the community via "Neighbor to Neighbor" program

# The National MRC body and the FAMILY FIRST SAFETY PLAN

A broadcast email was sent out to all MRC units asking for their experience with this particular issue and, if any, "Family First" type programs are under development or currently "in place".



# Sample of responses received from MRC Units

"The Ashland Boyd County Catlettsburg MRC has also encountered this problem. What we have determined to be the best course of action is once the MRC is activated, all family members report to the Family Care Center (this will be in either the hospital's Education center, or the church closest to the hospital.)"

**Andrea W Hunt, LPN, Admin. Dir, ABCMRC**



# Sample of responses received from MRC Units

“Many hospitals have childcare capacity written into their disaster management plans; I think it is JCAHO required. I would expect an MOU could be developed especially if the MRC mission were to support their function. You might also consider recruiting day care centers and staff as components of your MRC.”

Larry A Lee, RN, BSN, COHN-S/CM, Mid-Ohio Valley Health Dept



# Sample of responses received from MRC Units

We have worked with the Child Care Licensure at the local health department on issues related to mass pharmaceutical dispensing. As a result of that they are willing to work with MRC and MRS to develop a plan for childcare. The target population will be children of MRC, CERT, hospital workers and possibly first responders who need safe childcare services while they are engaged in event response."

**Gloria Vermie RN, MPH, MMRS- Public Health Emergency Management,  
Wichita KS**





# Howard County MRC and the FAMILY FIRST SAFETY PLAN

No one is able to volunteer  
without having a Family First  
Safety Plan in place

# Howard County MRC and the FAMILY FIRST SAFETY PLAN

During the intake interview:

- Question the existence or the consideration of a Family Preparedness Plan.
  - If there is a Family Preparedness Plan in place review individual family preparedness plan, supplement and update if necessary
  - If a Family Preparedness Plan is not in place, coach and assist the volunteer in the development of an individual family preparedness plans.

# Howard County MRC and the FAMILY FIRST SAFETY PLAN

Take inventory of the individual  
special needs of the volunteer's  
family unit.

# Howard County MRC and the FAMILY FIRST SAFETY PLAN

Isolate and individually address the “special needs” required by the family unit during the possibility of a Public Health Crisis and assist them in locating the necessary resources.

Examples:

- Elder Care
- Childcare
- Special Population Needs/Disabilities/Medical dependencies
- Pet care

# Howard County MRC and the FAMILY FIRST SAFETY PLAN

Address any other concerns the volunteer might have regarding the safety and security of their family unit during a public health crisis.

# Howard County MRC and the FAMILY FIRST SAFETY PLAN

Provide every volunteer with a  
Family Preparedness pack

(Howard County MRC will be providing every  
volunteer's family with a Emergency Preparedness  
First Aid Kit)

# Howard County MRC and the FAMILY FIRST SAFETY PLAN

When completed, the Individualized  
Family First Safety Plans are  
documented and placed in volunteers  
file.

# Howard County MRC and the FAMILY FIRST SAFETY PLAN

The files need to be reviewed for  
correctness and updated yearly.





# FAMILY FIRST SAFETY PLAN

## In Conclusion:

This document is meant to be a “work in progress” as well as an expansive learning tool for all.

Please feel free to contact Laurie Nelson with any additional information or suggested improvements

Thank you from Howard County Maryland!